

Abstract

Performing interactive service dialogs in a telecommunication network

In a dialog between a service (DST) of a telecommunication network and a subscriber (TNR) connected to the network via a terminal (MTL), messages are output via the terminal and information is input by the subscriber due to the fact that the terminal (MTL), on the basis of a specific command given to it, by means of dialog information (dif) which is transmitted to the terminal via a network connection and is stored in the terminal and which relates to the performance of the dialog, effects the output(s) to the subscriber (TNR) and accepts and processes the input(s) of the subscriber (TNR). From this, a dialog result (drs) is derived and transmitted to the service (DST) via a network connection. The network continues the service (DST) in dependence on the dialog result (drs).

Figure 2